

Student Chat Access Directions

Click the link on our webpage to get to the new ServiceNow page that has the new Tech Support options.

1



New link on website!

WNYRIC ServiceNow Options:

2

				
Dial 7171, option 2 OR 1-800-872-0780, option 2 7 AM - 4:30 PM	Click above to Chat (you will need to logon and choose Service Desk Chat). 7 AM - 4:30 PM	Click above to create or monitor your ServiceNow Ticket. Click here for Directions!	Send an email to: servicedesk@e1b.org	Student Only Chat Link: Click here to get help!

Click the link to start a Chat session to get help

3

Please enter your name:

When the box appears, enter ALCS and then your name and click Submit

4

(10:13:22) A secure encrypted SSL connection has been established.
(10:13:22) Your support representative will be with you shortly. This session may be recorded for quality assurance.
(10:13:22) By continuing to use this application (which includes but not limited to, granting access to and/or viewing of your computer) you are agreeing to the following: [Full Terms & Conditions](#)
(10:13:26) You are now chatting with Service Desk.
(10:13:37) Service Desk said to you:
Hello

After the Service Desk starts chatting with you,
Type your question in the box at the bottom of the screen and click on Send.
Wait for the reply and continue until chatting until you have an answer to your question.

getting a screen shot for directions|

Send

Last message received at 10:13:37 on October 03 2014

When you are done, close the browser window. If you get the following message, click Leave this page:

5

Windows Internet Explorer

i Are you sure you want to leave this page?

Message from webpage:

Leaving this page will end your chat session.

→ Leave this page

→ Stay on this page